



# The Pipeline

March 7, 2003  
Volume 2003, Issue 8

## Inside this Issue:

**QCC Spotlight: Melissa Roby**

**Sick leave need**

**March of Dimes selling Cabinet T-shirts**

**Bowl for Kids' Sake is next week**

**Child Support hosts fundraiser luncheon**

**Tornado drill will be this month**

**Window upgrade almost done**

**Victims of Crime Act (VOCA) funds available to local communities**

**Blood drive is next week**

**The ABCs of EAL**



## QCC Spotlight: Melissa Roby

*By Carolyn Osborne, CFC CBS*

Melissa Roby is the Supervisor of the Distribution Section in the Cabinet for Families and Children, Community Based Services, Division of Child Support. Melissa's office is at 730 Schenkel Lane.

The Distribution Section handles all requests dealing with child support payments and federal and state tax intercept payments that require adjustments in the Kentucky Automated Support Enforcement System (KASES). The Distribution Section works with Child Support staff from all 120 counties regarding the need for adjustments to case records and distribution of payments.

Requests for adjustment are also processed from the Intercept Project Section (IPS) or other workers in Central Office who may be working problem cases that require adjustments to the Child Support accounts. In addition, this section also handles check traces on lost or stolen checks, checks that are returned because of invalid addresses or current support payments from clients who are receiving Kentucky Transitional Assistance Payments (KTAP).

The Distribution Section also deals with phone calls from custodial and noncustodial parents regarding information on their case. To ensure

quality customer service, staff assist the callers and work with the appropriate regional staff to assure callers' needs are met.

Melissa, as the Supervisor of the Distribution Section, reviews and coordinates her staff work. She completes and approves staff adjustment when needed. Melissa also reviews and responds to e-mail and correspondence from child support staff statewide and assists employees on problem cases. Melissa is responsible for personnel issues, communicates policy and procedures to staff, holds frequent staff meetings and completes other duties as assigned.

Melissa is married to Mike Roby. They have two children, Ashley, 10, and Michelle, 7. Melissa is a native of Mercer County and is a Mercer County graduate.

Melissa owned a Beauty Salon called Hair Designs by Lisa for five years in Salvisa, Ky. She worked as a seasonal employee for a year in the Kentucky Revenue Cabinet in 1986.

In 1987 Melissa began her employment in the Division of Child Support as a fiscal clerk and has worked her way up the ladder until July 2001, when she was promoted to supervisor.

Melissa enjoys movies, shopping and watching her children play sports. She is actively involved in her church.



## Sick leave need



Mary Gaines Locke, a CFC attorney in Barren River, is in immediate need of donated sick leave. To donate leave time, call Cheryl Dooley at 564-7900.



## March of Dimes selling Cabinet T-shirts

*By Anya Armes Weber, CFC Communications*

Spring is on its way, and the Cabinet's March of Dimes committee is offering just the right attire for the coming warmer weather.

Committee members are selling Cabinet T-shirts. The white, short-sleeved, all-cotton tees will cost \$10 for sizes S,M,L and XL; \$11 for XXL; and \$12 for XXXL.

Check in with committee coordinator Michele Lilly at 564-3140, ext. 4004, if you'd like to order a shirt. Or ask one of the other team members: Kim Barnett, Erica Caton, Bonnie Cox, Dianne Darnell, Andrea Harrod, Regina Hutcherson, Donna Long, Anya Weber, Anitra Williams and Paula Yochum.

The March of Dimes State Walk for state employees is at noon on Friday, April 11. Office coordinators have pledge sheets.

Committee members are also selling "shoes" for a \$1 donation. Write your name or the name of someone special on the shoe, and look for them to be displayed soon in the CHR lobby.

## Chili cookoff

Sign up now to enter the March 18 chili cookoff. E-mail or call Lilly if you plan to prepare a dish for the cookoff. Judges will select the thickest, spiciest and best overall dishes.

After judging, staff are invited to the fourth-floor lobby for a lunch of chili, crackers, sandwiches and desserts. Cost will be \$3.



*Bowl for Kids' Sake committee members, from left, Renee Ruble, Ebone Mayewski and Natalie Ciresi assist customers at Tuesday morning's bake sale. The group earned more than \$175 for Big Brothers Big Sisters at the fund-raiser.*



## Bowl for Kids' Sake is next week

*By Anya Armes Weber, CFC Communications*

The Cabinet's Bowl for Kids' Sake committee would like to thank everyone who donated and bought treats at its bake sale earlier this week. The Cabinet raised \$175.10 for Big Brothers Big Sisters (BBBS) of the Bluegrass.

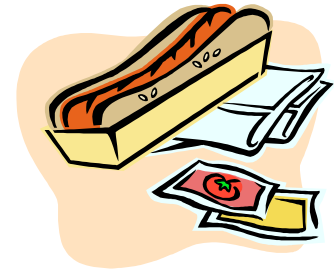
BBBS is a mentoring program that matches adults with children ages 6-13 who are from single-parent homes.

The group's main event – Bowl for Kids' Sake – is next week.

The Cabinet has 43 teams scheduled to bowl on Monday, March 10, Wednesday, March 12, and Thursday, March 13, at Frankfort's Capital Bowl at 80 Anderson Road, off US 127.

Lanes have been reserved for most teams, but there may be single slots open on some teams.

There's still time to make a pledge. To find a bowler you can sponsor, contact the Bowl for Kids' Sake representative from your office or Cabinet coordinator Ebone Mayewski in the Office of the Ombudsman at 564-5497.



## Child Support hosts fund-raiser luncheon

The Division of Child Support enjoyed a bingo/hot dog lunch on March 5 as a March of Dimes fund-raiser. Employees purchased a hot dog, chips and a drink for \$2. A \$5 donation earned a spot at the bingo table where players could win a variety of wrapped gifts. March of Dimes T-shirts were also available for \$10.

Coordinator Diane Darnell was very pleased with the turnout and the more than \$100 raised for March of Dimes. DCS's next March of Dimes fund-raiser is a chili cookoff on March 18.

***Below:*** Child Support employees enjoy fund-raiser luncheon while raising money for the March of Dimes.





## Tornado drill will be this month

*By Anya Armes Weber, CFC Communications*

Gov. Paul Patton has proclaimed March “Severe Storm Preparedness Month,” and offices statewide will be performing tornado drills during this month.

In the CHR building, staff should expect a drill sometime in March, building supervisor Skip Hayes said.

During a tornado drill, staff will be instructed to go to the basement, just as they would during a real storm, and remain there until the “all clear” is given.

During an actual tornado, staff should avoid using the elevators because power may go off during a storm, Hayes said.

Staff should review their offices’ emergency procedures and contact their supervisors if assistance will be needed.

It’s also a good idea to review your family’s home emergency plan, Hayes said.

Storm preparation tips include designating a “safe space,” keeping a weather radio handy and staying away from windows, glass and heavy objects that might fall over, such as file cabinets.

For more information about storm safety, log onto <http://kyem.dma.state.ky.us/>. Download the 2003 Storm Preparedness Guide at <http://kyem.dma.state.ky.us/newsroom/TheAlertisSent.pdf>.

## Window upgrade almost done

*By Anya Armes Weber, CFC Communications*



The first phase of the CHR building’s first-floor window upgrade is almost completed.

Building supervisor Skip Hayes said Rogers Aluminum and Glass contractors expect to spend about three more days replacing the glass.

The crew will break until warmer weather – probably May – to seal the windows to ensure leak prevention, Hayes said.

This second phase may also cause a detour to the basement corridor, Hayes said, but it will be a much quicker process than the glass replacement.



## Victims of Crime Act (VOCA) funds available to local communities

Justice Cabinet Secretary Ishmon F. Burks announced on March 4 that funding is available through his cabinet for the federal program -- Victims of Crime Act (VOCA).

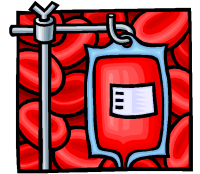
The VOCA program is for hands-on assistance to victims of crime, which includes expanding direct services to the victim. These services may include follow-up therapy, group counseling, information and referral, court advocacy and assistance with victim compensation claims.

Private/nonprofit programs such as child advocacy centers, rape crisis centers, prosecutorial crisis intervention programs and other advocacy programs that currently provide or want to provide direct service to victims of violent crime should contact the Justice Cabinet. Donna Langley, the VOCA program director, is located at 403 Wapping St., Frankfort, KY 40601, and can be contacted at (502)564-3251.

VOCA applications will be accepted from April 28 - May 9.

## Blood drive is next week

*By Anya Armes Weber, CFC Communications*



The Workforce Development Cabinet is sponsoring a blood drive next week, and CFC staff are welcome to participate.

The American Red Cross’ mobile donation unit will be at the CHR building’s tunnel entrance from 8 a.m. to 1 p.m. on Tuesday, March 11, and Wednesday, March 12.

A representative from the Red Cross will be in the CHR lobby from 11 a.m. until 1:30 p.m. on Monday to register donors. Or call Cindy Lyons at 564-2367 to make an appointment.

## The ABCs of EAL



"The ABCs of EAL" features tips that can help us improve our relationships with coworkers and our service to the families of Kentucky.

### This week: W

To reduce irritation when helping customers, use a **warm tone of voice**. A pleasant voice can boost cooperation. Try smiling the next time you have a difficult customer on the phone – you can’t help but sound nice. Your kind response may turn that person’s day around.